



State DSL Telecommuter Product

State employees and managers should read this document before selecting a telecommuting solution.

Security: Exposing State information technology resources to security vulnerabilities is a real and serious risk. This document describes security features inherent in the State DSL product that are not available when accessing the State Network via commercial DSL services.

Productivity: State Agencies introduce risks to employee productivity when adding commercial DSL service to an employee's residential line. The State DSL product is a business class telecommuting solution.

State DSL Telecommuter Product Features

1. Separate business phone line into the telecommuter's home:
 - a. The telecommuter's personal phone line is kept separate for personal use.
 - b. The telecommuter selects three voice features from a list that includes:
 - Three-way calling, call forwarding, custom ring (useful for Faxes), caller ID, call transfer, call waiting.
 - c. The telecommuter may specify the agency, division or individual's description that will display on call recipients' caller IDs.
2. Private ISP service:
 - a. State private Internet access—the same service that is provided to WAN (Wide Area Network) users.
 - b. Content filtering—blocks access to numerous categories of web sites in compliance with the State Appropriate Use Policy.
3. Security:
 - a. Access to the State Network is routed directly behind the core firewall—which filters out and blocks damaging Internet traffic.
 - b. Access to the State Network does not traverse the public Internet—the top security vulnerability.
 - c. Access to the State Network is routed through the core Intrusion Protection appliance—which monitors network traffic to prevent attacks.
 - d. Access to the State Network is routed through antivirus software that operates on the State firewall to detect and block viruses.
 - e. Wireless option precludes employees setting up their own 802.11 and introducing security risks.
4. Ease of use and performance:
 - a. Customer logs on as if they were in the office.
 - b. Fast response time due to being connected directly to the WAN.
 - c. VPN client software and VPN login procedures are not required.
5. Customer support:
 - a. DTS support with expedited vendor service.
 - b. DSL modem and immediate replacement service through DTS.
 - c. VPN client support is not required on each telecommuter's PC.

Downsides of having State telecommuters activate DSL on personal residential lines

1. Security risks – Public ISP access to the State Network, even with VPN, is not as secure as the DSL “MegaCentral” architecture:
 - a. All access to the State Network traverses the Public Internet—the top security vulnerability.
 - b. No firewall protection or virus scrubbing—access to the State Network does not route through the main State firewall.
 - c. No intrusion prevention—access to the State Network does not route through the Intrusion Prevention appliance.
 - d. Risk to State IT resources by employees setting up their own 802.11 on their DSL modem.
 - e. With the telecommuter’s PC an entity on the Public Internet, any State files saved on the telecommuter’s PC is subject to scanning and tampering.
2. Voice communications:
 - a. Phone communication with the employee is not reliable.
 - b. Family members can tie up the personal residential phone line indiscriminately.
3. Employee management and productivity:
 - a. Lower performance: Data transport is slower when accessing State Network via the Internet.
 - b. Access to the Public Internet without Content Filtering: There is no way to manage the State Appropriate Use Policy.
 - c. Unreliable voice communication: Placing DSL on an employee’s personal residential line there is no way to ensure voice communication with the telecommuter.
 - d. Administration costs: Telecommuters, management and accounting staff must administer reimbursement each month. Business-related long distance calls must be itemized each month.
 - e. Increased downtime:
 - i. Higher probability of viruses, etc.
 - ii. Commercial residential provider support response time. No expedited DTS support.
4. Direct costs:
 - b. DSL: \$40/mo (Qwest residential rate after possible lower introductory offer) Advertised prices do not include taxes, fees and surcharges.
 - c. ISP: \$10/mo (Qwest residential rate)
 - d. VPN: \$10/mo (Cost to administer VPN concentrators, user authentication and VPN client on each telecommuter’s PC).
 - e. Voice:
 - i. Many agencies must obtain cell phone service for telecommuters. Approximate cost \$30/mo.
 - ii. For telecommuters who need custom ring for Fax lines or other business voice features, there will be additional cost for those services the telecommuter’s residential line.
 - iii. Voice over IP is not a reliable option for telecommuters who interact with citizen customers.